

IMPORTANT NOTICE TO RESIDENTS AND FAMILIES

Effective **Tuesday, September 15** Yaletown House's **Meal Delivery Service** will change in main dining room and on the units.

NEW HOT FOOD CART MEAL DELIVERY SYSTEM

Benefits of the Change

- The new hot carts will keep the food hot during meal service which will help provide better quality food for the residents.
- Residents will benefit from increased interaction with staff during meal service, as the focus will be on the resident.
- The resident will be given the opportunity to participate in their meal selection as they will be able to see the food that is being offered and select both the item and the portion size.
- Meals for the 2nd, 3rd floor and 4th residents will now be sent up to the units on hot carts so that the residents that eat upstairs can experience the same meal service as in the main dining room.
- Residents will be also given choices of beverages with every meal instead of pre-pouring all beverages prior to the meal service.
- The dining area will no longer be closed off with the gate except during short periods when the floor is being washed; therefore, residents can come and sit at the tables whenever they choose. This will eliminate the congestion in front of the gate prior to meals.
- The changes to the meal service will also bring cost savings as there should be less wastage in juices, coffee and tea, and supplements.

Key Changes

Meal service times will change to:

Breakfast = 0800 – 0900 Lunch = 1200 – 1300 Dinner = 1700 - 1800

Key changes during meal service:

1. Tables in the dining rooms will not be pre-set except for coffee/tea mugs, cutlery and napkins.
2. As residents are seated, dietary staff will start the meal service by providing the residents from a beverage cart with the beverages of their choice (assorted juices, milk, coffee, tea and water).
3. After the beverage cart, the dietary staff will bring a cart to each table and offer either porridge or cold cereal in the morning, soup at lunch and salad at dinner.
4. Next the main course will then be offered by dietary staff from the hot food carts and residents will be provided choices as to what they would like to eat.
5. During lunch and dinner only, the care staff will bring around the beverage cart to refill beverages for the residents. At Breakfast time, dietary staff will do the second service of beverages.
6. Desert for lunch and dinner and hi-pro for all three meals will be served after the main course.

As with implementing any new system, we may experience some challenges but we ask for your patience and that you share your concerns with us. Our aim is to make sure the benefits noted above are truly experienced by our residents.

Thank you Elizabeth Szymczak, Manager Support Services